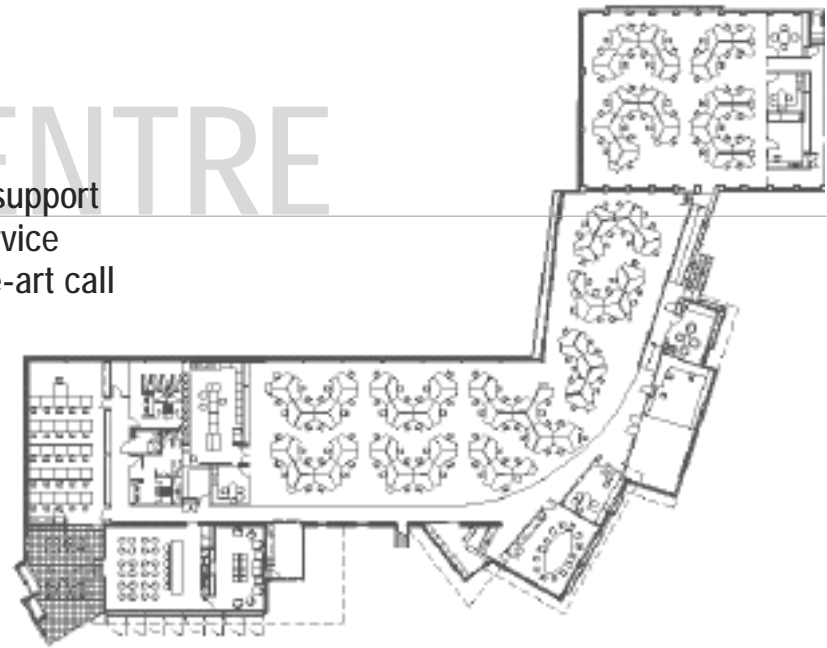


DEFENCE SERVICE CENTRE

Heralded as a key component in the Australian Defence Organisation's ongoing commitment to improving the HR support available to its staff, the establishment of the Defence Service Centre in Cooma, New South Wales, depicts a state-of-the-art call centre facility.



Photos> Newtech workstations with contrasting silver neutral screens, including monitor height that is adjustable in increments, and hot-desking drawer.



DEFENCE SERVICE CENTRE

The recently completed, purpose-built Defence Service Centre (DSC) represents a new era in service delivery for Defence personnel. A one-stop-shop, the facility provides readily accessible, timely and relevant information services to Defence civilian employees on leave, pay and condition of service. The Defence Service Centre also handles enquiries from members of the public seeking to join the Australian Navy, Air Force or Army.

The Defence Service Centre and Bovis LendLease criteria was to provide a facility that housed 150 staff in a call centre environment," said Lisa Biddiscombe of Architects Bligh Voller Nield. "The main considerations were to maximise staff satisfaction through the environment with key points being natural light, making a bright, airy, and spacious environment."

"From the DSC perspective, key outcomes were workstation design allowing suitable facility population, workstation operability, Occupational Health & Safety adherence and commitment to timeliness," said Dan Bradford, Project Director for DSC. "Schiavello worked with the project team to achieve these outcomes to high order.

"Schiavello was awarded the contract following an open tender process. Their tender was assessed against criteria that included value for money, product functionality, and ability to meet a very tight construction program," he said.

The main objective was to maximise staff satisfaction due to the traditionally high turnover of staff in call centres.

"Basically the colour scheme is quite bright, we wanted to stimulate the staff while they were at their workpoints," explained Lisa Biddiscombe. "There's very vibrant green, purple and blue, which come together in the work areas on the Schiavello Newtech desktops and contrast with the neutral silver screens. A harlequin-like pattern appears as you walk through the space.

"When designing the workstations, based on Schiavello's System 55, ergonomics was a huge consideration. The 21" monitors, being pretty large, require a hydraulic monitor platform on the desktops. Schiavello was able to liaise with the design team and ergonomists to integrate this platform that especially accommodates hot-desking. The monitor height is adjustable in increments, so if you come in one morning and someone else has worked at your desk, you can quickly adjust the monitor to suit your physique. Schiavello was quickly able to develop a prototype that was presented to the client.

"We also incorporated a hot-desking drawer that can drop into the mobile pedestal by day and then be locked away in a storage unit at night, the traditional sort of thing that you'd find in a call centre. Schiavello was able to incorporate this," she said.

"The key features of the DSC are a purpose built environment with a fully equipped 26 seat in-house training facility, an internet cafe, breakout spaces, integrated fulfilment operation, extended hours of operation and self service options for customers," concluded Dan Bradford.

"Schiavello provided excellent support to the project. And, the quality of goods was to high order as was their response to the customer."

PROJECT SUMMARY

Project Location: Defence Service Centre, Cooma NSW

Client: Department of Defence – Bob Grant, Dan Bradford

Project Consultant: Rawlinsons – Les Dearden
Architect: Bligh Voller Nield – Lisa Biddiscombe, Michael Tolhurst

Managing Contractor: Bovis Lend Lease – Marinko Vukoja, Ian Savieri

Schiavello ACT: Luciano Fabrizio, Rob Vorpasso
Area: 1800m²